

**TRUCKEE MEADOWS WATER AUTHORITY
Board of Directors Strategic Planning Workshop**

AGENDA

Wednesday, October 19, 2011 at 10:00 a.m.

Truckee Meadows Water Authority

1355 Capital Blvd., Reno, NV

NOTES:

1. The announcement of this meeting has been posted at the following locations: Truckee Meadows Water Authority (1355 Capital), Reno City Hall (1 E. First), Sparks City Hall (431 Prater), Sparks Justice Court (630 Greenbrae), Washoe County Clerk's Office/Courthouse (75 Court), Washoe County Central Library (301 South Center) Washoe County Administration (1001 East Ninth), and at <http://www.tmwa.com>
2. In accordance with NRS 241.020, this agenda closes three working days prior to the meeting. We are pleased to make reasonable accommodations for persons who are disabled and wish to attend meetings. If you require special arrangements for the meeting, please call 834-8002 before the meeting date.
3. The Board may elect to combine agenda items, consider agenda items out of order, remove agenda items, or delay discussion on agenda items. Arrive at the meeting at the posted time to hear item(s) of interest.
4. Asterisks (*) denote non-action items.
5. Public comment is limited to three minutes and is allowed during the public comment periods. The public may sign-up to speak during the public comment period or on a specific agenda item by completing a "Request to Speak" card and submitting it to the clerk. In addition to the public comment periods, the Chairman has the discretion to allow public comment on any agenda item, including any item on which action is to be taken.

1. Roll call*
2. Pledge of allegiance*
3. Public comment — limited to no more than three minutes per speaker*
4. Approval of the agenda (**For Possible Action**)
5. Approval of the minutes of the September 21, 2011 meeting (**For Possible Action**)
6. Presentation of proposed projects and request for Board adoption of Resolution No. 178 approving funding for projects recommended by the Truckee River Fund Advisory Committee and an authorization for the Community Foundation to fund such projects from Fund proceeds and Annual Report on the activities of the Truckee River Fund —Ron Penrose (**For Possible Action**)
7. TMWA's Fiscal Year 2011 Customer Satisfaction Study Presentation — Sara Hart, Director of Research, Infosearch International*

8. Status report on the merger of Washoe County Department of Water Resources water utility into TMWA, discussion and possible direction to staff — Mark Foree and Jeff Tissier (**For Possible Action**)
9. Presentation of TMWA Goals and Objectives results for Fiscal Year 2011 — Mark Foree*
10. Presentation of proposed TMWA Goals and Objectives for Fiscal Year 2012, discussion and possible direction to staff — Mark Foree (**For Possible Action**)
11. Cost of service and revenue sufficiency, discussion and possible direction to staff — John Erwin and Jeff Tissier (**For Possible Action**)
12. General Manager performance and compensation review for contract year 2010/2011 — Mark Foree (**For Possible Action**)
13. Request for Board input and acceptance of General Manager performance objectives for contract year 2011/2012 — Mark Foree (**For Possible Action**)
14. Discussion and possible Board direction regarding meeting times and dates for 2012 including selection of a date for the 2012 Strategic Planning Workshop (**For Possible Action**)
15. General Manager's Report*
16. Public comment — limited to no more than three minutes per speaker*
17. Board comments and requests for future agenda items*
18. Adjournment (**For Possible Action**)